

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	2714974
<b>Application Number:</b>	10602287
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	1163
<b>Title of Invention:</b>	Method for managing resources in a multi-channelled customer service environment
<b>First Named Inventor/Applicant Name:</b>	Romelia H. Flores
<b>Customer Number:</b>	40987
<b>Filer:</b>	Richard A. Hinson/Sarah Scott
<b>Filer Authorized By:</b>	Richard A. Hinson
<b>Attorney Docket Number:</b>	BOC9-2003-0013 (383)
<b>Receipt Date:</b>	14-JAN-2008
<b>Filing Date:</b>	24-JUN-2003
<b>Time Stamp:</b>	18:59:31
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	no
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### File Listing:

Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part/.zip	Pages (if appl.)
1		6169-383_ROA_01142008.p df	4600367 371448943793722a29886c0c9875617 9794e51d	yes	48

Multipart Description/PDF files in .zip description			
Document Description	Start	End	
Amendment After Final	1	1	
Claims	2	12	
Applicant Arguments/Remarks Made in an Amendment	13	21	
Rule 130, 131 or 132 Affidavits	22	48	

**Warnings:**

**Information:**

Total Files Size (in bytes):	4600367
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**New Applications Under 35 U.S.C. 111**  
If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

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If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

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